



WOMEN'S BEAN PROJECT

# VOLUNTEER HANDBOOK



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# TABLE OF CONTENTS

- I. WHO WE ARE** (PAGES 4-7)
- II. WHAT WE DO** (PAGE 8)
- III. VOLUNTEER OPPORTUNITIES** (PAGE 9)
- IV. REQUIREMENTS/EXPECTATIONS** (PAGES 10-13)
- V. WBP CULTURE** (PAGES 14-15)
- VI. FAQS/NEXT STEPS** (PAGES 16-17)

## IMPORTANT NOTICE:

THIS HANDBOOK IS DESIGNED TO ACQUAINT YOU WITH THE WOMEN'S BEAN PROJECT (WBP), AS WELL AS PROVIDE YOU WITH INFORMATION ABOUT BEING A VOLUNTEER AT WBP.

THE HANDBOOK IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE YOU WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES.

NO HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, IF YOU HAVE QUESTIONS PLEASE TALK WITH OUR VOLUNTEER COORDINATOR, DIRECTOR OF DEVELOPMENT, OR SUPERVISING STAFF MEMBER.



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## FROM THE CEO

**Hello Volunteer!**

**Thank you for your interest in volunteering at Women's Bean Project. We know there are many organizations you could help and we are honored you have chosen to spend your time with us.**

**As you likely already know, there are many ways to volunteer with the Bean Project. You may not realize how important YOU are to making it all possible. From landscaping help and back-office assistance, to job coaching and teaching computer skills, volunteers are integral to our operations. It is not an understatement to say that we could not do it all without you.**

**We hope this document will be helpful to you as you embark on your volunteer experience with us. It is intended to inform, educate and help you understand your responsibilities. If you have any questions at any time, please feel free to ask one of our staff team members. And if you have ideas for us – especially ways to make volunteering easier and more enjoyable, please share your thoughts.**

**Thank you. We are grateful for your support.**

***Tamra Ryan, CEO, Women's Bean Project***





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# WHO WE ARE

## OUR MISSION:

We are a Colorado 501(c)(3) non-profit organization with the mission to change women's lives by providing stepping stones to self-sufficiency through social enterprise.



## OUR VISION:

We believe that all women have the power to transform their lives through employment. So we hire women who are chronically unemployed, and we teach them to work by making nourishing products. They learn to stand tall, find their purpose and break the cycle of poverty. Because when you change a woman's life, you change her family's life.





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# WHO WE ARE

## OUR VALUES:

As we grow and prosper, we promise to hold to the following guiding principles:



**OPPORTUNITY:** We help women help themselves. We provide opportunities for our participants to discover their talents and develop skills to join the workforce and build a better life.



**SERVICE:** We strive to “do well by doing good.” We are a social enterprise that believes it is a basic human right to live a stable, healthy life. We serve our supporters, partners, participants and communities by delivering quality products with innovation and efficiency.



**TRANSFORMATION:** Our efforts transform more than the individual woman. The seeds of hope in one woman weave threads of success that expand to families and communities, with a reach that touches individuals worldwide. From participants and customers to vendors, donors and volunteers, their transformations make a difference.



**EMPOWERMENT:** Using the tools we provide, women are empowered to change their lives. Our supporters are empowered with the knowledge that they have contributed, not only to the self-worth and self-sufficiency of disadvantaged women, but also to the broad-reaching benefits our communities reap.



**SUSTAINABILITY:** Instead of a one-time handout, women acquire the tools needed to sustain themselves and their families for a lifetime. We believe in nurturing economic sustainability for our program participants and partners, being ever-mindful of our impact on the environment.



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# WHO WE ARE

## OUR HISTORY:

Back in 1989, our founder Jossy Eyre was volunteering at a daytime women's shelter in Denver, CO. She realized that while the shelter kept the women safe, it could not help them make lasting changes in their lives. To help the women achieve independence and self-sufficiency, she needed to provide an opportunity to experience the dignity of work by learning how to get – and keep – a job. She invested \$500 of her own money and put two women to work; the start of the social enterprise we are today.



Historically over the last 30 years, women served by Women's Bean Project share the following characteristics:

- 100% live below the federal poverty line
  - 80% are women of color
- 80% have histories of public assistance
- 80% have histories of incarceration, addiction and/or domestic violence
  - 70% lack stable housing
  - 70% are single-heads of households
- 65% have no high school diploma or GED



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# WHO WE ARE

## THE WOMEN WE SERVE



***The women we serve are strong, resilient, hard-working, and inspirational. During her time at WBP, a program participant is supported and uplifted as she accomplishes many personal and professional goals such as:***

- Completing 60+ hours in our core curriculum classes: Financial Literacy, Computer Literacy, GED Coursework, Dress for Success and Trauma and Toxic Stress Workshops.
- Spending 50+ hours in career services training, working with 1-on-1 with a job search coach, and attending computer lab and other workshops.
  - Completing Sober Living programs
  - Attaining stable housing
  - Being promoted into leadership roles at WBP
- Being placed into full time employment upon graduation
  - & MORE!



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# WHAT WE DO

## THE PROGRAM

*Our goal is to assist women with barriers to employment to stabilize their lives, improve their self-esteem, and ultimately, move toward long-term employment and financial self-sufficiency. We do this by focusing on creating supportive, hands-on training environment that focuses on two primary areas. A woman employed at WBP spends at least 30% of her paid time in programming, and the rest of her time working in our dry-food manufacturing facility.*

### "Hard Skills"

*Fundamental job readiness skills and behaviors required by employers, gained by working in the following areas of our business:*

- On our production line packaging dry food mixes.
- At offsite events and public speaking opportunities.
- In our shipping and receiving department.
- At our front desk (and our retail store) learning basic office skills, customer service, stocking and running a POS system.

### "Soft Skills"

*Life skills gained by participating in these program services activities:*

- Life coaching classes, addressing issues such as appropriate workplace behavior, positive communication, and employment goals.
- Ongoing job coaching and 1-1 mentoring.
- Classes on planning and organizing, nutrition, budgeting and money management, resume building and interviewing and basic computer training.
- Mock interview sessions.
- Programming about coping with and managing Trauma and Toxic Stress.

*Participants graduate Women Bean's Project's program within an average of 6-9 months, depending on the amount of time it takes them to acquire the necessary job readiness skills to move into a career entry-level position in our community.*





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# VOLUNTEER OPPORTUNITIES

## HOW YOU CAN GET INVOLVED

*Unless otherwise specified, prepare to discuss your interests in the following opportunities with our Volunteer Coordinator.*

**Production** – Work with our team of Production Assistants on one of our food production lines manufacturing WBP goods to be sold.

**Shipping** – Work with shipping and receiving department to prepare orders and manage product storage.

**Program Facilitator/Coordinator**– Assist Program team in facilitating classes or workshops in various program areas.

**Job Coach at WBP** - Meet 1-1 weekly with a current WBP participant and assist them with all aspects of job search process such as basic computer skills, job applications, completing on-line assessments, etc.

**Committees** – Lead or contribute to the goals of a specific department within the organization such as Finance, Marketing, Sales, Program, Development, etc.

**Table Captain** – Assist in recruiting WBP supporters and support the success of our annual fundraiser (Ready, Set, Grow) each Spring. If interested, contact Luanne Hill ([luanne.hill@womensbeanproject.com](mailto:luanne.hill@womensbeanproject.com))

**Board Member** – Assist in governing and fundraising. If interested, contact Tamra Ryan, CEO at ([tamra.ryan@womensbeanproject.com](mailto:tamra.ryan@womensbeanproject.com))

**Corporate Partner Program**– Sponsor a life-skills class, sponsorship for annual fundraiser, underwrite radio for CO Gives Day, and more!

**Provide a healthy lunch for the women**– From 12pm – 1pm. ~ 15 women. (ask for specific number each time) You provide a purchased meal, setup/cleanup, serve and enjoy lunch with the women in our program.



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# REQUIREMENTS AND EXPECTATIONS FOR VOLUNTEERS

## MAKING WBP A SAFE SPACE

*Our goal is to create an environment where every person feels comfortable. We aim to uplift and empower all individuals in what we do. These requirements help create this positive environment for our women and members of our community.*

1. **Volunteers must be 18 years old or older.**
2. **NO photos** (You may take photos of yourself under our logo or outside)
3. **NO cell phone usage** (*We realize you may need to be in contact with your employer/family while you are volunteering your time. Please keep your phone on vibrate and if an emergency arises, please leave the classroom/production line and resolve elsewhere.*)
4. **Be Mindful:** Volunteers are *guests* in our space, and it is most important to ensure that the staff here are comfortable in *their* environment. Keep in mind that certain topics of conversation can be potential triggers. Here are some guidelines for conversations:
  - i. No cursing or conversations about drugs, alcohol, violence or sex (past, present and future)
  - ii. Do not bring up personal topics (unless a Production Assistant brings it up, and you feel comfortable discussing). These include things like kids, family, marriage, living situation, or justice involvement.
  - iii. Our women may not have the same opportunities as you. Avoid talking about things like your last vacation, the restaurant you are going to dinner at this weekend, or your new \_\_\_\_.
  - iv. It is always safe to start with some small talk on topics like weather, food, what they like about WBP, their job, books/movies/music. Allow the women to lead the conversation, some might want to open up more and some might not want to talk much at all. Remember you are a guest in their space, and do not take it personally if someone doesn't want to talk.
5. **Confidentiality:** If someone does open up to you, please do not share any of it outside of WBP (*If someone does say something that concerns you or alarms you, be discrete and share with the production supervisor or a staff member at the end of your volunteer shift.*)



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# REQUIREMENTS AND EXPECTATIONS FOR VOLUNTEERS

## MAKING WBP A SAFE SPACE

*These are expectations that we hold for all employees, therefore we expect volunteers to keep up the same professionalism.*

## ANTI-VIOLENCE AND WORKPLACE BULLYING

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. Women's Bean Project adheres to a strict zero tolerance approach towards violence or threats of violence. Our goal is to strive to maintain a work environment free from intimidation, threats, or violent acts, verbally, emotionally or physically. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons on WBP property, or any other act, which, in the management's opinion, is inappropriate in the workplace. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

## SEXUAL HARASSMENT

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, Women's Bean Project believes it warrants separate emphasis. Women's Bean Project maintains zero tolerance against sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

All staff members are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited by this policy. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form such as cartoons, e-mail, posters, drawings or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes, foul or abusive language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.



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# REQUIREMENTS AND EXPECTATIONS FOR VOLUNTEERS

## PRODUCTION VOLUNTEERS REQUIREMENTS:



*Many of these requirements for volunteering are necessary given we are a food production facility and are governed by FDA policies.*

- While volunteering in Production, you:
  - must wear closed toed shoes that are comfortable enough to stand in for long periods
  - must wear a hairnet (provided) or wear a hat with all hair tied back or tucked underneath. Individuals with facial hair will also need to wear a facial hairnet (provided). In addition to hairnets, we require masks and aprons (provided) if working directly with food.
  - may not wear
    - fake/acrylic nails or nail polish (including clear polish), long untrimmed natural nails
    - false lashes
    - jewelry/piercings of any kind (facial/ear/dermal piercings, bracelets, necklaces, watches, rings, etc.)
  - need to wear comfortable clothing: pants/capris without holes/tears, shirts with sleeves that cover the armpit
    - no sequins, glitter, or buttons on shirts/clothing
    - no inappropriate clothing (no alcohol/marijuana brands)
  - can not have personal items on the floor
    - no drinks or food with you (no gum, candy, cough drops, etc.) you can bring a water bottle that will be stored in a break area
    - no cellphones or smart watches while working production
    - no purses or backpacks on your person
- Working in Production requires an individual to be able to:
  - sit, stand, walk, squat, kneel and lift for long periods
  - tolerate repetitive motions of hands, wrists, and arms
  - work with strong spices, odors, and allergen food products
  - move objects to/from production areas, racks, and pallets
  - be punctual and reliable





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# REQUIREMENTS AND EXPECTATIONS FOR VOLUNTEERS

## PROFESSIONAL COMMUNICATION

*We make a commitment to you to communicate any changes/necessary information in an open and timely manner. We ask that you do the same.*

**Attendance-** We expect punctuality and communication for any tardiness. Please clock in/out using iPad, or sign-in sheet.

*Be ready to start your assignment for the day at the time designated (You may arrive 10 minutes early or however long it will take you to prepare.)*

**Breaks-** It is appropriate to take breaks only when participants have designated break times (restroom needs are an exception). Volunteers should try to avoid breaks for other reasons, such as taking phone calls.

**Communication/Scheduling-** In the event that you are going to be late, have to cancel a volunteer shift, or make a change to the time scheduled please contact the Volunteer Coordinator, or supervising staff member via your agreed upon method of communication. For immediate/urgent information, call the front desk at 303-292-1919.

**Procedures for Organization Closure-** In the event it is deemed necessary to close Women's Bean Project due to a health concern, inclement weather, etc. the Volunteer Coordinator or WBP notification system will notify you of any closures. You can also find this information via the:

- WBP Voice message system will be updated by 6:00 AM by calling 303.292.1919
- WBP site wide banner ([www.womensbeanproject.com](http://www.womensbeanproject.com))
- WBP Instagram, Facebook and Twitter
- Notices/signs will be displayed on WBP front door (when possible)

**Feedback/Grievances-** We want all volunteers to have a positive and meaningful experience. Please be open and offer honest feedback to Women's Bean Project staff members (when appropriate and necessary.) If at any time you witness an incident, have a concern, or want to file a grievance, please report to the Volunteer Coordinator, HR Department or a WBP Staff Member.





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# WBP CULTURE

## WHAT IT IS AND WHY IT'S IMPORTANT

*At WBP, we aim to create an environment that meets each person's individual needs and provides them with the tools to thrive. We cultivate this through trauma-informed care, strengths-based approaches, and policies that value diversity, equity and inclusion.*

- **Person-First Language-** Pay attention to how participants refer to themselves before labeling them (e.g. justice-involved vs. felon/convict, substance user vs. addict, etc.)
- **Gender Affirming Language-** All WBP Staff have their preferred pronouns listed on their desk/locker name card. However, make it a practice to introduce yourself including your pronouns and ask others. Honor and respect what someone wants to be called. If you mess up, apologize and acknowledge the error and move on.
- **Anti-Racist Efforts-** Anti-Racism is defined as a belief or practice that recognizes pervasive racism in society, and actively combats racial prejudice and discrimination in order to promote racial justice and equality (Dictionary.com)
  - The majority of WBP participants are women of color. People of color often face unique challenges when entering the job market.
  - Unconscious and conscious bias, judgement about one's national origin based on name, appearance, or accent, and stereotyping can all affect how a person of color is perceived when they apply for a job.
  - Add this to a history of unemployment or underemployment and justice-involvement, and participants have a significant number of challenges to confront when it comes to finding a job. It is important to acknowledge all of these challenges
  - *What can you do?* Educate yourself through books, podcasts, etc. Remain informed on what's happening in the news and how it might affect or particularly impact communities of color. Be prepared for situations where your own privileges might interfere with your perception of a situation. Most importantly- keep at it! This work will never be done- but we at WBP value the process! For additional resources and readings, request access to WBP DEI Committee Reading List from any WBP Staff Member.



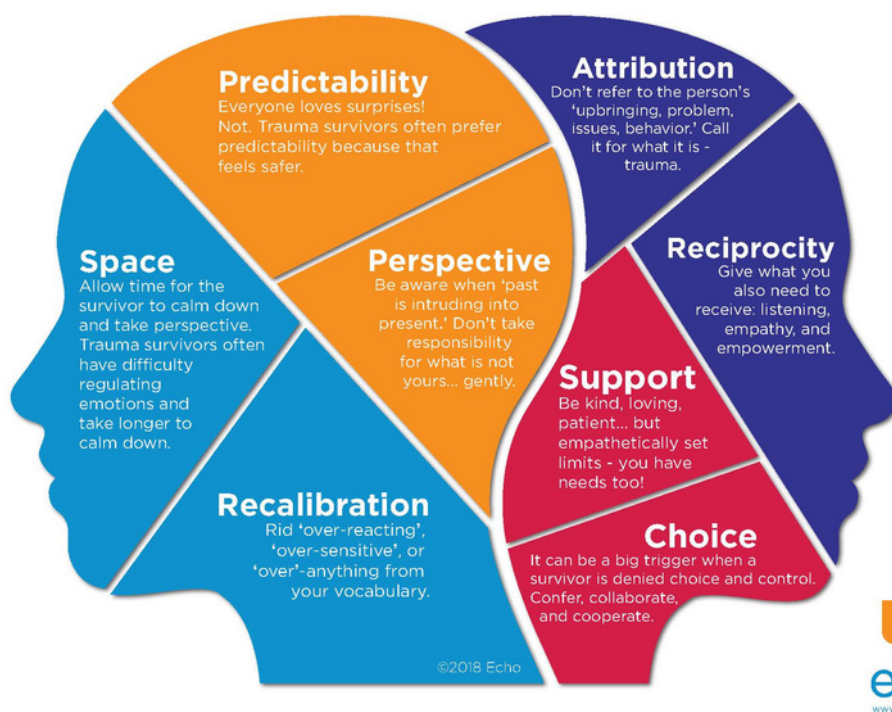


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## WBP CULTURE

- **Strengths Based Approach-** focus on the positive attributes of someone (their skills, aptitudes, knowledge), rather than the negative attributes (their problems or deficits). This can enable someone to recognize their capacity, bolster self-esteem and positive self-regard, and help identify opportunities/career paths they may not have previously considered.
  - At WBP, the production team awards the "You Rock" rock every week to the production assistant who stands out the most. They're recognized for their contribution to the team (teamwork, productivity, quality control, learning new things, etc.) as well as milestones and goals they accomplish outside of work (getting their driver's license, moving into stable housing, making progress at their halfway house, etc.). It's a great opportunity for the Production Supervisor and Production Manager to highlight and publicly acknowledge a program participant's strengths.
- **Trauma-Informed Care-** Trauma is a deeply distressing or disturbing experience that affects an individual's sense of safety or wellbeing. People can become "stuck" in this experience and relive the trauma again and again, becoming less able to cope with it over time, and these memories of trauma can impact us just as deeply as the original trauma. By following a trauma-informed approach, we take into consideration the reality that most women we serve have experienced various forms of trauma throughout their lives.

### How to Support Someone Who Has Experienced Trauma





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# FAQS

- **What if I accidentally "mess up" when talking to someone at WBP? (Ex. misgendering, asking a personal question, etc.)**
  - You may say something that does not land right – that's okay. We all make mistakes. If you bring up something that appears to have offended or upset someone, acknowledge that, and apologize, then quickly move on. Do not dwell on the topic.
- **What are your COVID policies? Do I need to be vaccinated to volunteer?**
  - WBP does not require vaccination. Masks are still required in our building while volunteering directly with any food product. We also expect volunteers to follow basic COVID protocols such as frequent handwashing, social distancing, and not entering the building if you are sick. This is updated based on local guidelines.
- **Where do I park?**
  - We have a parking lot located on the East Side of the building. Do not for any reason park in front of the building near Alameda Ave., as trucks will need continuous access the loading dock.
- **Do you have storage for personal items?**
  - WBP has several lockers available to store personal items during your volunteer shift. However, WBP is not responsible for the loss of any personal items.
- **Do I need to go to a special training to work in Production?**
  - No, you will learn everything you need to know when you come in for your shift. Women employed by Women's Bean Project are experts on the safety and quality control of our products. Please listen to instructions and be willing to learn and be trained by them.
- **When are volunteer opportunities?**
  - The majority of opportunities are during our business hours M-F (8AM-4:30 PM). Special Events, committees, etc. may vary and occur on weekends or evenings.
- **Do you take volunteers who need to complete community service?**
  - Yes, but they are required to bring all required documents for their service.
- **Do you have a minimum hour requirement?**
  - No, we accept volunteers however and whenever they can come!
- **How do you record/track hours?**
  - We do track volunteer hours. However, we ask that if you need to track for school, work, or otherwise to keep track yourself as well.





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## NEXT STEPS...



**We appreciate you!**

- All volunteers must attend one of our regularly scheduled "BeansTalk Tours" prior to volunteering. Registration for tours can be found on our website under **EVENTS --> BEANSTALK TOURS**
- Following your tour, someone from WBP will contact you to discuss your interest in involvement with us. Expect to receive an email within a week of the tour.
- Prior to this conversation, prepare to share
  - any additional questions/feedback from the tour
  - your availability
  - where you think you could make the best impact
  - a training date you can attend (within the department you are interested in)

***WE APPRECIATE YOUR TIME AND ATTENTION THROUGHOUT READING THIS HANDBOOK. PLEASE SCAN THE QR CODE TO LET US KNOW YOU HAVE REVIEWED AND UNDERSTAND ALL THE POLICIES AND PROCEDURES STATED.***



*\*For groups, at least one representative from your company/organization must read this handbook and sign off before your scheduled day of service.*

# **WBP VOLUNTEERS CONFIDENTIALITY AGREEMENT**

**I, the under signed, in consideration of my participation as a volunteer with Women's Bean Project, hereby agree to the following Confidentiality Agreement.**

**I understand that I may be given access to confidential and/or proprietary information to the extent necessary in order to perform my duties as a volunteer with Women's Bean Project. I shall not, at any time either during or subsequent to this participation with Women's Bean Project, make unauthorized disclosures or unauthorized use of any information that is considered proprietary or confidential by Women's Bean Project. Proprietary information includes, but is not limited to, all information, data, reports, analyses, processes, know-how, designs, plans, marketing data, business plans and strategies, negotiations and contracts, research, and volunteer, donor or vendor lists, compilations, trade secrets, and confidential information, whether in written, oral or electronic form. Confidential information includes, but is not limited to, any personal information of any Women's Bean Project employee, volunteer, agency partner, or donor, whether in written, oral or electronic form.**

**All employer records and information relating to Women's Bean Project or its volunteers, agency partners, and donors are confidential and I will treat all matters accordingly. This includes any information protected under any applicable state or federal privacy law. No Women's Bean Project-related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of Women's Bean Project) may be removed from Women's Bean Project premises without permission from Women's Bean Project staff. Additionally, the contents of Women's Bean Project's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for an authorized business purpose and/or required by law. I will not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside Women's Bean Project. If I am unsure about the confidential nature of specific information, or whether specific information may be protected under state or federal law, I will ask the Women's Bean Project staff member supervising my actions as a project for clarification before disclosing the information.**

**Proprietary information and trade secrets are created at substantial cost and expense to Women's Bean Project. Unauthorized use or disclosure of confidential or proprietary information would cause irreparable injury to Women's Bean Project. I agree that monetary damages would not be a sufficient remedy for any breach of this agreement by me, and that, in addition to all other remedies, Women's Bean Project shall be entitled to seek (a) specific performance and (b) injunctive or other equitable relief as a remedy for any such breach, and I further agree to waive any requirement for any bond in connection with such remedy.**

**When I cease my participation as a volunteer with Women's Bean Project, I will return all Women's Bean Project-related information and property that I have in my possession, including without limitation documents, files, records, manuals, information stored on a personal computer, personal data assistant or computer disk, supplies, and equipment or office supplies.**